

SUPERVISORY SKILLS

AIM

Supervising people can be complex and challenging. New supervisors rapidly find that 'command and control' methods don't work; neither does attempting to be everyone's friend. This course is designed to take supervisors through the specific skills they need to lead a group of employees. The emphasis is on practical, real-life skills that can be implemented immediately.

OBJECTIVES

At the end of this course participants should be able to:

- ✓ use a flexible communication style to motivate and engage
- ✓ resolve conflicts with optimal results for all concerned
- ✓ delegate so that work is done on time and to the required standard
- ✓ plan and organize work so that organization goals and met
- ✓ motivate and inspire others, even in times of crisis.

KEY TOPICS

- The challenges every team faces; leveraging the power of a team
- Understanding personal styles (DiSC)
- Team roles (Belbin)
- Resolving workplace conflicts
- Situational Leadership
- Delegation essentials; pitfalls to avoid
- Planning & organising work; Importance/Urgency matrix
- Motivation and leadership: what really motivates people to perform.

APPROACH:

Self-assessment, skill practice, small group discussion, and experiential activities.

LENGTH: 1-2 days (depending on content)

WHO SHOULD ATTEND?: New supervisors, more experienced supervisors and team leaders who wish to refresh their skills